

# Diondra Patterson

Aubrey, TX 76227

[spendm01@gmail.com](mailto:spendm01@gmail.com)

+1 260 494 6388

I am an eager, hard-working RN who is ready to learn. I have extensive experience working with developmentally disabled, pediatrics, acute care, rehabilitation, long term care, assisted living, behavioral health, Telehealth and home health.

I strive to achieve and maintain high levels of patient satisfaction by focusing on preventative care and health education. I have provided quality care based on high standards of professionalism and compassion. I take great pride in my work and constantly strive to improve my performance.

## Essential Skills and Certifications

- Patient Education/Training
- Licensed in Multiple States
- Compact Nursing License
- Therapeutic /Interpersonal Communication
- Preventative Care
- Telehealth/Telehealth Triage
- Assessing/planning/intervening
- Critical Thinking
- Medical records managing
- Infection Control management
- EMR/EHR
- Nurse scheduling
- Staff development
- Patient Care plans
- CPI Training
- Admissions/Intake/Discharges
- CPR certified BLS

Ability to work under pressure, stressful situations and react calmly and effectively in emergency situations.

Authorized to work in the US for any employer

## Work Experience

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### **Care Coordinator/Case Manager**

AIS HealthCare - Dallas, TX

April 2020 to Present

- Coordinating and performing all aspects of the patient care program by ensuring proper service and information is provided to all participants in home refill.
- Maintains home refill dashboard
- Telehealth/Telehealth Triage

- Coordinates services between pharmacy and nursing departments.
- Perform pain assessments on patients with intrathecal pain pumps via Telehealth
- Performs the intake of patient referrals.
- Manages patient flow from referrals to nursing interventions.
- Responsible for system data entry and insuring accuracy, including patients demographics, documentation, validity of orders and quality audits.
- Review elements of the orders to insure all information needed to scheduling, compounding medication and delivery are stated. Contact appropriate person to obtain a new order if information is missing.

### **Registered Nurse**

Haven Behavioral Health Hospital - Frisco, TX

July 2018 to September 2020

- Part of a multidisciplinary team that provides psychosocial rehabilitative services to adult and adolescents with severe and persistent mental illness in a 24/7 facility.
- Long- Acting Injectable Antipsychotics Management
- Medication Training and Education
- Conducts comprehensive assessments on adolescents and adult patients/ provides nursing interventions to patients as assigned
- Use CIWA and COWS tools to gauge withdrawal symptoms
  
- Maintains a safe and efficient working and treatment environment per facility policies and procedures.
- Communicates effectively with the treatment team to ensure safe, quality care is provided to all patients.
- Provides supervision to Behavioral Health Technicians. Assumes role of Charge Nurse when assigned.
- Support co-occurring psychiatric, substance use disorders (COPSD), a wide range of conditions that affect mood, thinking, and behavior and crisis response and intervention.
- Assist individuals in maintaining or improving their ability to function in the community and work towards their recovery goals.
- Meticulous documentation
  
- Complete comprehensive admission medical screening examinations on all perspective patients within 15 minutes of arrival; includes vitals, collecting initial labs and skin assessments.
- Provide discharge instructions/plans and reviewing medications with patients/families that are being discharged from the hospital.
- Assesses incoming patients, addresses their medical and personal needs and prioritizes their care based on the principles of triage. Examine patients to obtain information about their condition. Obtain, compile and record medical data fully and concisely while maintaining the confidentiality of protected health information (PHI) and adhering to HIPAA regulations.

### **Registered Nurse- Unit Manager**

Powerback Skilled and Rehabilitation-Remington Transitional - Richardson, TX

March 2017 to September 2019

Acute Rehabilitation Unit

- Assisting with data collection, case management, and decreasing return to acute hospitalizations for managed care relationships
- Assess the impact of illnesses or injuries on patients' health, function, growth, development, nutrition, sleep, rest, quality of life, or family, social and educational relationships.

- Discuss illnesses and treatments with patients and family members in treatment planning meetings.
- Collaborate with members of multidisciplinary health care teams to plan, manage, or assess patient treatments.
- Document meticulous data related to patients' care including assessment results, interventions, medications, patient responses, or treatment changes.
- Set up, operate, or monitor invasive equipment and devices such as colostomy or tracheotomy equipment, mechanical ventilators, catheters, gastrointestinal tubes, and central lines.
- Order, perform and report the results of diagnostic tests and screening procedures based on assessment results, differential diagnoses, and knowledge about age, gender and health status of clients.
- Administer medications (EMR) via many routes and observe patients for adverse reactions and notify Dr.
- Perform complex patient assessments, implement intensive interventions and therapies, and monitor patients.
- Assesses incoming patients, addresses their medical and personal needs and prioritizes their care based on the principles of triage. Examine patients to obtain information about their condition. Obtain, compile and record medical data fully and concisely while maintaining the confidentiality of protected health information (PHI) and adhering to HIPAA regulations.
- able to handle case assignments, draft service plans, review case progress and determine case closure while helping clients achieve wellness and autonomy.

### **Registered Nurse - Supervisor**

Senior Care Post Acute Care - Denton, TX

June 2016 to August 2018

- Provide clinical care for a wide range of patients, including acute, hospice and long term care.
- able to handle case assignments, draft service plans, review case progress and determine case closure while helping clients achieve wellness and autonomy.
- Supervised a team of LVN's and CNA's to provide patient safety.
- Clinical duties include pain management, assessments, medication pass, treatments, admissions, discharges, IV therapy, trach care, colostomy care, wound care, wound vacs, dressing changes, oxygen therapy, nebulizers, BIPAP, CPAP,
- Educate patients and family members in regards to disease processes.
- Assess urgent and emergent health conditions using both physiologically and technologically derived data.
- Document data related to patients' care including assessment results, interventions, medications, patient responses, or treatment changes.
- Order, perform, or interpret the results of diagnostic tests and screening procedures based on assessment results, differential diagnoses, and knowledge about age, gender and health status of clients.
- Document patient care and status, while maintaining internal guidelines and external standards.
- Assesses incoming patients, addresses their medical and personal needs and prioritizes their care based on the principles of triage. Examine patients to obtain information about their condition. Obtain, compile and record medical data fully and concisely while maintaining the confidentiality of protected health information (PHI) and adhering to HIPAA regulations.
- Perform complex patient assessments, implement intensive interventions and therapies, and monitor patients.
- Competently performs patient/client care assignments and staff management activities.

- Coordinates services. Informs the physician and other personnel of changes in the patient's/client's condition and needs.

### **Licensed Practical Nurse (LPN)**

Coventry Meadows Skilled and Assisted Living - Fort Wayne, IN  
February 2014 to June 2016

Recorded and assigned nursing staff according to the patient's needs and the nurse's capabilities.

- Supervised a team of nurses, cna's to ensure quality care to the residents on weekends.
- Liaised with physicians and PA's in accordance to resident's needs.
- Monitored, documented and reported any changes in resident's condition.
- Documented treatment plans and procedures in accordance with regulations.
- Monitored the facility's stock of medical supplies and reordered when needed.
- Liaised with other departments regarding patient's treatments and therapies.
- Assisted with emergency response to sudden patient illness.
- Prepared and administered medication and injections.
- Monitored residents for adverse reactions to medications and injections.
- Cared for post-surgical and tracheotomy residents.
- Educated residents on their needs and conditions.
- Assisted patients / residents with self-care techniques.

### **License Practical Nurse/ Admissions Nurse**

Community Home Health - Fort Wayne, IN  
2007 to 2014

Receive incoming patient referrals via phone, physically and fax.

- Coordinates patient care between the scheduling department, authorization department, and field staff.
- Assists with scheduling as needed by staffing patient cases with the correct discipline.
- Responds promptly and courteously to all patient inquiries or problems.
- Coordinates with IV Pharmacy if necessary.
- Assigns therapy staff by appropriate location.
- Coordinates with Home Care Coordinators to process received intake patient information.
- Runs delay/refusal report and follows these patients through process of either beginning care or cancelling referral as assigned.
- able to handle case assignments, draft service plans, review case progress and determine case closure while helping clients achieve wellness and autonomy.
- Keeps Pending board updated by going through pending patients and providing updates in medical record system.
- Inspected home and environment for hazards and dangers.
- Administered medication and treatments as prescribed by the physician
- Monitored patients for adverse reactions to medication and injections.
- Applied and monitored wound care dressings and bandages.
- Monitored input/output of food and beverages.
- Administered medication and feeding via G-tube or Peg-tube
- Monitored for signs and symptoms of infection
- Monitored, documented and reported any changes in patient's condition.
- Competently performs patient/client care assignments and staff management activities.

- Coordinates services. Informs the physician and other personnel of changes in the patient's/client's condition and needs.

### **Licensed Practical Nurse**

Your Friends and Neighbors - Indianapolis, IN  
2008 to 2010

Recorded and assigned nursing staff according to the patient's needs and the nurse's capabilities.

- Supervised CNAs.
- Liaised with physicians and PA's in accordance to resident's needs.
- Monitored, documented and reported any changes in resident's condition.
- Documented treatment plans and procedures in accordance with regulations.
- Monitored the facility's stock of medical supplies and reordered when needed.
- Liaised with other departments regarding patient's treatments and therapies.
- Assisted with emergency response to sudden patient illness.
- Prepared and administered medication and injections.
- Monitored residents for adverse reactions to medications and injections.
- Cared for post-surgical and tracheotomy residents.
- Educated residents on their needs and conditions.
- Assisted patients / residents with self-care techniques.
- Spent quality time with patients / residents and their families, providing compassionate support and understanding with any issues, conditions, questions or concerns they may have had.

## Education

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### **Associates in Science in Nursing**

Ivy Tech Community College - Fort Wayne, IN  
January 2013 to May 2015

### **License in Practical Nursing**

Ivy Tech Community College - Fort Wayne, IN  
May 2007 to June 2008

### **Bachelor of Science in Nursing**

## Nursing Licenses

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### **RN**

Expires: December 2023

State: TX

## Skills

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- RN
- Home Health (7 years)
- Acute Care (4 years)
- Admissions /Discharge Nurse (10+ years)

- LVN (8 years)
- Time Management (7 years)
- Med Surg
- Leadership Skills (5 years)
- Management Experience (5 years)
- Supervising Experience (5 years)
- EMR Systems (10+ years)
- Microsoft Office (7 years)
- Triage (4 years)
- Customer Service (10+ years)
- Case Management (5 years)
- Written and verbal communication skills (10+ years)
- Data Entry/ Typing skills (8 years)
- Managed Care (5 years)
- Medication Administration (10+ years)
- Tube Feeding (5 years)
- Critical Care Experience
- Pain Management (2 years)
- Experience Administering Injections
- Caregiving
- Crisis Intervention (3 years)
- Computer skills (8 years)
- English
- Documentation review
- Behavioral Health
- Vital Signs
- Care plans
- Discharge planning

## Certifications and Licenses

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### **CPR**

### **Certified Nursing Assistant (CNA)**

### **Licensed Vocational Nurse**

### **Registered Nurse (BSN)**

### **BLS,**

### **LPN**

## Additional Information

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### Essential Skills and Certifications

- Patient Education/Training
- Verbal and written communication skills
- Management Skills
- Licensed in Multiple States
- Compact Nursing License
- Leadership Skills
- Case management
- Critical thinking skills
- Administration of injections IV,s medications(po,transdermal,sublingual,inhalaion,enteral)
- Infection Control
- Acute/Rehabilitation care
- Chest/Feeding tube care
- Able to handle emergency situations in an oportune and safe manner
- Triage
- Patient Assessment and Vitals
- Patient Care plans
- Data Entry/Typing Skills
- Admission/Discharge Planning
- CPR certified BLS
- CPI training